

DEPARTMENT OF HEALTH
HEALTH PROFESSIONS QUALITY ASSURANCE
BOARD OF OSTEOPATHIC MEDICINE AND SURGERY
POLICY STATEMENT

Title:	Best Practice Guidelines for Verbal Prescriptions	Number: OP 02-28
Reference:	Board minutes: June 7, 2002; September 13, 2002	
Contact:	Program Manager	
Effective Date:	September 13, 2002	
Supersedes:		
Approved:	Board	
Signature Board Chair	Mark Hunt, D.O.	

**BEST PRACTICE GUIDELINES FOR
VERBAL PRESCRIPTIONS**

Goal: Reduce medication errors, increase patient safety, and prevent fraud and diversion by improving the effectiveness of communication among health care providers. The best person to communicate prescription information to a pharmacist would be the prescriber or at his or her direction, a prescriber's employee or a licensed health care provider treating the patient within the scope of their practice.

When calling in a prescription to a pharmacist, the following information should be provided:

Patient Information

- Name, including middle initial (spell last name if unusual)
- Date of birth
- Phone number

Drug Information

- Drug name
- Dosage
- Strength
- Directions (dose & frequency of administration)
- Route of administration
- Quantity (number)
- Refills, if any
- Notation of purpose, if appropriate
- If generic substitution is permitted

Prescriber Information

- Name (whole name, with identifier, if a common name)
- Name of clinic or practice
- DEA number if appropriate,
- Name and role of the caller, if other than practitioner
- Phone number where the pharmacist can check back with the prescriber if there are any questions about the prescription.